



La Palma Intercommunity Hospital

Annual Report and Plan for Community Benefit

La Palma Intercommunity Hospital

7901 Walker Street

La Palma, California 90623

714.670.7400

Fiscal Year 2016

(January 1, 2016 – December 31, 2016)

Submitted to:

Office of Statewide Health Planning and Development

Sacramento, California

May, 2017

About the Organization

Our Mission

To deliver compassionate, quality care to our patients and better healthcare to our community.

Our Values

Quality – We are committed to always providing exceptional care and performance.

Compassion – We deliver patient-centered healthcare with compassion, dignity and respect for every patient and their family.

Community – We are honored to be trusted partners who serve, give back and grow with our community.

Physician Led – We are a uniquely physician-founded and physician-led organization that allows doctors and clinicians to direct healthcare at every level.

About La Palma Intercommunity Hospital

La Palma Intercommunity Hospital is a 141-bed facility with 428 employees and 228 physicians on staff. The hospital has been serving La Palma and the surrounding communities since 1972. La Palma Intercommunity Hospital offers a wide range of healthcare services to meet the needs of the community. The continual upgrade of the facility and its technology reflects the hospital's serious commitment to excellence in healthcare delivery.

In 2014, the hospital was donated to the Prime Healthcare Services Foundation, converting it to a non-profit organization. Patients treated at La Palma Intercommunity Hospital benefit from the expertise of a large hospital system in a smaller, more personal setting.

La Palma Intercommunity Hospital offers a charity care program for those patients who meet the eligibility and income requirements in compliance with requirements of the Health & Safety Code sections 127400 to 127446.

La Palma Intercommunity Hospital Board of Directors

La Palma Intercommunity Hospital's Governing Board is comprised of community members, physicians, and hospital administrative leaders, and includes:

Hassan Alkhouli, MD *	Physician Member and OC Region Chief Medical Officer
H. Mark Fatemi, MD *	Physician Member
Kora Guoyavatin **	Administrative Member and Chief Financial Officer
Alan Heilpern, MD *	Physician Member
Norman Kuo, MD, PHD *	Physician Member
Hilda Manzo-Luna **	Administrative Member and Chief Nursing Officer
Virg Narbutas *	Vice Chairman of the Board and CEO
Brian O'Neal *	Community Member
Marlene Pritchard *	Community Member
Mark Scheier, MD *	Physician Member and Past Chief of Staff
Sami Shoukair, MD *	Chairman of the Board

* Voting member

** Invited guest / non-voting

Community Benefit Oversight Committee

The community benefit oversight committee is responsible for overseeing the development and implementation of the community benefit plan, which includes the allocation of resources and a mechanism for periodic evaluation. Committee members include:

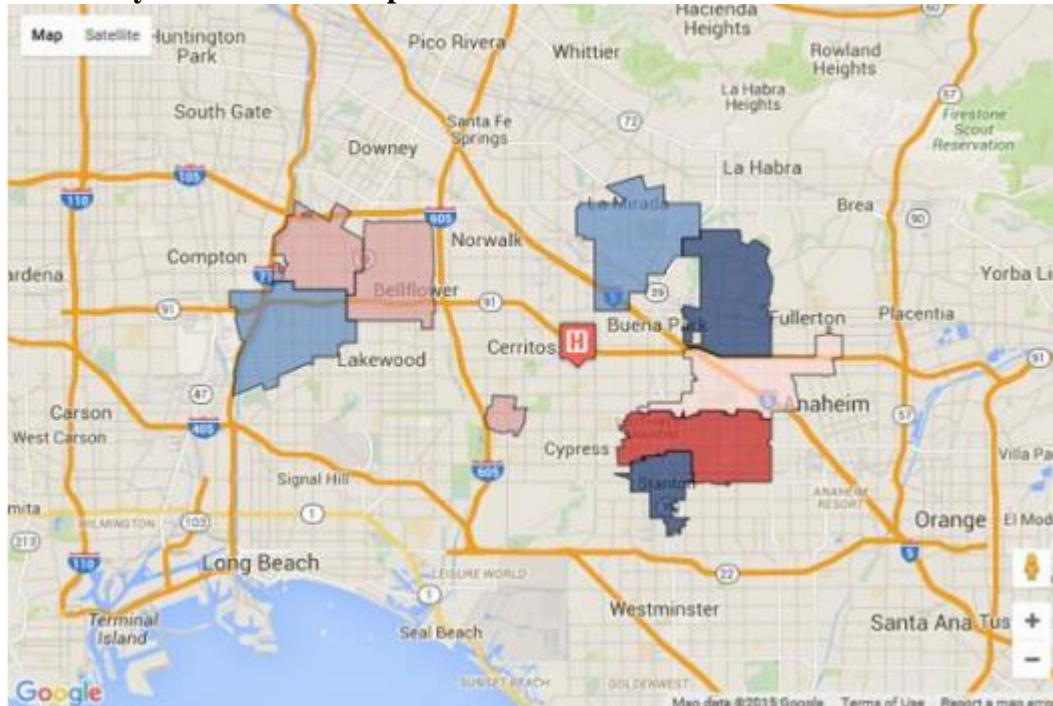
Darrell Chan	Director, Pharmacy
Roque Estrada	Certified Diabetes Educator
Frances Goupil	Executive Assistant
Gayle Griffith	Regional Director, Business Development & Marketing
Jina Kim	Director, Food and Nutrition Services
Hilda Manzo-Luna	Chief Nursing Officer
Natalia Martinez-Ware	Regional Director, Case Management
Pamela Mather	Director, Nursing – Adult Behavioral Health
Virg Narbutas	Chief Executive Officer
Nancy Scheier	Director, Nursing – Labor & Delivery

Our Service Area

La Palma Intercommunity Hospital is located at 7901 Walker Street, La Palma, California. As detailed in our 2015 Community Health Needs Assessment, our primary and secondary service areas include 17 zip codes, representing 15 cities or communities. La Palma Intercommunity Hospital determined the service area by assigning zip codes based on patient origin for hospital discharges.

A primary service area consisting of 50% of all La Palma Intercommunity Hospital discharges is described on the following map, and includes:

Secondary Service Area Map



The service area will be reassessed as part of the Community Health Needs Assessment that will be completed in 2018.

Community Health Needs Assessment

In accordance with requirements under the Patient Protection and Affordable Care Act (ACA) enacted on March 23, 2010, La Palma Intercommunity Hospital has prepared a Community Health Needs Assessment (CHNA), which non-profit hospital organizations must prepare every three years to satisfy requirements under section 501(c) 3 of the Internal Revenue Code. The CHNA for La Palma Intercommunity Hospital was completed in 2015.

The 2015 Community Health Needs Assessment is a primary tool used by La Palma Intercommunity Hospital to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services that address unmet community health needs.

Health needs in our community were identified from issues identified by primary and secondary data sources gathered for the Community Health Needs Assessment and included qualitative data, community needs surveys, key stakeholder interviews, and a community focus group. Once the health needs were determined, a steering committee reviewed and prioritized the needs, and determined that the following six key issues are considered to be the most appropriate areas of focus for La Palma Intercommunity Hospital's continuing efforts to improve community health.

- Seniors' Health
- Mental Health Services
- Diabetes
- Obesity / Diet
- Women's Health
- Home Health / Preventative Care

Community Health Benefit Services Summary for 2016

La Palma Intercommunity Hospital is accomplishing its mission to deliver compassionate, quality care to our patients and better healthcare to our community through the continued implementation of our community benefit programs and activities.

Community health benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other not profit community efforts.

Identified Need: Seniors' Health

La Palma Intercommunity Hospital provided a variety of services in 2016 that support health for seniors including:

- Offered free health screenings conducted by our staff at the Young Kim / City of Stanton Health Fair, City of Buena Park Super Senior Saturday, and our own on-site health fair hosted by La Palma Intercommunity Hospital. These screenings provided individualized information to participants on their risk for various chronic diseases including diabetes, coronary artery disease, peripheral artery disease, hypertension and obesity. Along with the screenings, our staff offered advice and information about disease prevention and risk reduction strategies.
- Provided free flu shots for approximately 60 participants at our annual flu shot clinic and health fair.
- Prepared / provided 6,874 meals for seniors through our collaboration with the local Meals on Wheels program.
- Supported the Kiwanis holiday food drive and collected food for distribution to 46 needy senior and other families in our community.
- Partnered with the City of La Palma Community Services Department and the Anaheim Family YMCA to provide older adult water aerobics fitness classes in the indoor, heated therapeutic pool located on the La Palma Intercommunity Hospital campus.
- Hosted a community education workshop on medication management which was focused on seniors and family members who are part of their support system.

- Coordinated transportation services by providing approximately 1,070 taxi vouchers and 210 bus passes to assist seniors and others with transportation challenges to help ensure appointment attendance.
- Provided medication reconciliation packets as part of aftercare reports that seniors can take to their PCP or skilled nursing facility upon discharge from the hospital.
- Sponsored a hospital-based volunteer program that helps meet the social and educational needs of seniors in our community.
- Sponsored Orange County Circle of Friends, a hospital-based organization that provided a wide range of activities and services that offer opportunities for seniors to meet, interact, collaborate, support one another, explore the world and celebrate their varied interests.

Identified Need: Mental Health Services

La Palma Intercommunity Hospital is one of Orange County's hospitals with an existing designated inpatient mature adult psychiatric unit providing 16 beds, and we continued to offer mental health services for older adults in this unit throughout 2016. La Palma Intercommunity Hospital has developed plans to expand the unit with an additional 7 beds, which will bring the total bed count to 23 once the expansion project is complete. The hospital's partial hospitalization and outpatient programs were discontinued as of July, 2016.

The hospital is in the approval process to allow operation as a locked unit for patients admitted under the state's 5150 designation. This will allow the hospital to offer a comprehensive range of inpatient services for a broader base of individuals in need of mental health services.

Specifically, in 2016, we:

- Provided 4,242 patient days of inpatient care through our mature adult designated unit. This care involves multiple treatment modalities as appropriate, and includes a comprehensive medical and psychiatric assessment on admission, recreational and physical therapy, family visitation, nutritional counseling, and extensive discharge planning and follow-up.
- Provided 2,007 patient visits through the partial hospitalization program in the first half of 2016.
- Continued relationships between our cases managers and skilled nursing facilities, home health and other community providers to foster care coordination at discharge.
- Hosted stuttering support groups.

Identified Need: Diabetes

Programs to combat adult diabetes are part of La Palma Intercommunity Hospital's range of services. In 2016, the hospital:

- Added the position of Diabetes Educator to the staff. This individual works with patients and staff to improve inpatient care for diabetics and others.

- Worked closely with admitted and emergency room patients to address immediate diabetic complications, and provided these patients with individual plans to help manage their condition upon discharge.
- Hosted two community education events on site – “Nutrition and Diabetes” and “Managing Diabetes.”
- Offered glucose level screening as part of our annual flu clinic and health fair.

Identified Need: Obesity / Diet

Many of the factors affecting obesity and diet are outside the ability of our hospital to affect directly, so our focus in 2016 was on education and activities to promote healthy dining options. Specifically, in 2016, the hospital provided a nutritional counselling station at our on-site health fair where information on diet and healthy lifestyle was provided. In addition, screenings including BMI, blood pressure and glucose levels were provided to alert participants for which adjustments were appropriate and necessary.

Identified Need: Women’s Health

La Palma Intercommunity Hospital is a major provider of obstetrics services in our primary service area, and throughout 2016 offered a fully assisted process through the stages of pregnancy and new baby care. Our activities for 2016 in the area of women’s health included continuing to offer educational programs for expectant mothers, labor partners and other involved in the maternity process including:

- Childbirth preparation classes, offered 4 times during the year.
- Maternity tea and orientation – in English, Korean and Spanish – offered 4 times during the year.
- New arrivals hospital orientation and tour – offered 4 times during the year.

Identified Need: Home Health / Preventative Care

Home Health is an important component in the continuum of care for many patients we serve. These providers are a separate group from hospitals, and La Palma Intercommunity Hospital maintains relationships with many home health agencies in the area and provides referrals to patients needing these services upon discharge from the hospital.

Since these agencies are unique legal entities, the hospital has little ability to affect the way they provide services, except to limit discharges to agencies that generate higher-than-usual readmissions or get poor reviews from surveyors. Given this, our activity for 2016 continues to be limited and involves having our case managers monitor readmit rates and avoid referring our patients to agencies with higher than usual readmit rates.

Preventive Care is a different issue, since it involves providing services to persons who are not yet inpatients or even outpatient clients of the hospital. There is a large subgroup of former patients, however, whose home environments present problems that may cause readmissions, and who could be helped through a proactive and preventative approach.

Throughout 2016, staff at La Palma Intercommunity were constantly on the lookout for signs that discharge environments could be problematic to their patients. Protocols are in place to address some of the issues, such as medication interferences, potentially dangerous hazards around the home, lack of supportive family members able to monitor care at home, or simple inability to understand directions for care. When these issues arise, solutions are developed and coordinated with appropriate providers. Since there are always new hazards being discovered, the process of developing protocols to remedy them is ongoing.

Other Community Services

In addition to providing community benefits that meet specific needs identified in our Community Health Needs Assessment (CHNA), La Palma Intercommunity Hospital also:

- Hosted four American Red Cross Blood Drives on site.
- Supported community events and community agencies through sponsorships and donations including the Arthritis Foundation of Orange County, Boys & Girls Club of Cypress, City of La Palma, Cure Duchenne, Cypress College Foundation, Jewish Family and Children's Services, Kiwanis Club of La Palma, La Palma Neighborhood Watch, La Palma Police Officers Association, Muzeo Foundation, Orange County Fire Authority, Pacific Crest Youth Arts, and Soroptimist Aretesia – Cerritos.
- Supported a holiday toy drive and holiday carnival for needy children in collaboration with the Illumination Foundation.
- Worked with the hospital's admitting department leaders and staff to expand the Hospital Presumptive Eligibility (HPE) program, which provides qualified individuals with immediate access to temporary, no-cost Medi-Cal services while they apply for permanent Medi-Cal coverage or other health coverage. As a result, 362 individuals received care at our facility under the HPE program.

Community Benefit Plan for 2017

In 2017, La Palma Intercommunity Hospital will continue to provide support for community benefit and will continue and/or evolve activities and programs to address the identified unmet health and other needs in our service area. Specific areas of focus for 2017 will include:

Seniors' Health

- Continue and expand free health screenings conducted by our staff at various health fairs and other community events.
- Continue to provide free flu shots at our annual flu shot clinic and health fair.
- Continue to prepare / provide meals for seniors through our collaboration with the local Meals on Wheels program.
- Continue to support the Kiwanis holiday food drive by sponsoring on-site food collection.

- Continue to partner with the City of La Palma Community Services Department and the Anaheim Family YMCA to provide older adult water aerobics fitness classes in the indoor, heated therapeutic pool located on the La Palma Intercommunity Hospital campus.
- Explore expanding access to our indoor, heated therapeutic pool through extended hours and/or partnerships with other agencies.
- Continue efforts to educate our community on medication management by incorporating medication management counselling and information as part of our annual health fair.
- Continue to provide medication reconciliation packets as part of aftercare reports that seniors can take to their PCP or skilled nursing facility upon discharge from the hospital.
- Continue to sponsor a hospital-based volunteer program that helps meet the social and educational needs of seniors in our community.

Mental Health Services

- Continue all inpatient mental health services offered in 2016.
- Continue to pursue 5150 designation.
- Continue executing plans to expand the existing mature adult mental health unit.
- Continue building relationships between our case managers and skilled nursing facilities, home health and other community providers to foster care coordination at discharge.
- Add depression screening to the list of stations offered at the annual flu clinic and health fair.

Diabetes

- Continue to work closely with admitted and emergency room patients to address immediate diabetic complications, and provide individual plans to help manage their condition upon discharge.
- Expand participation at local health fairs to include counselling and education about diabetes management through nutrition.
- Continue to offer glucose level screening as part of our annual flu clinic and health fair.

Obesity / Diet

- Continue to offer screenings including BMI, blood pressure and glucose levels as part of the annual flu clinic and health fair.
- Continue to provide a nutritional counselling station at our on-site health fair where information on diet and healthy lifestyle can be provided.
- Expand screening and counselling opportunities by adding these offerings to community hosted health fairs.

Women's Health

- Continue to offer childbirth preparation classes 4 times during the year.
- Continue to offer maternity tea and orientation – in English, Korean and Spanish – 4 times during the year.
- Continue to offer new arrivals hospital orientation and tour 4 times during the year.
- Initiate a program to formally capture feedback from our program participants and patients to gather input about new ideas and/or processes we can consider in our hospital to make the path to new life more pleasant and healthful for all involve. This may include a formal survey and/or information captured through patient experience interactions and initiatives.

Home Health / Preventative Care

- Continue case manager monitoring of readmit rates and avoid referring our patients to agencies with higher than usual readmit rates.
- Continue to be on the lookout for signs that discharge environments may be problematic for our patients, and when issues arise, develop and coordinate solutions with appropriate providers.
- Focus on Get with the Guidelines recommendations for heart failure patients by facilitating the scheduling follow up appointments with a cardiologist and the patient's primary care physician per the timelines detailed in the Guidelines.

Other Community Services

- Continue to host four American Red Cross Blood Drives on site.
- Continue support for community events and community agencies through sponsorships and donations.
- Continue our support of the Hospital Presumptive Eligibility (HPE) program.
- Collaborate with the local high school and local agencies to support "Every 15 Minutes" - an impactful event designed to dramatically instill teenagers with the potentially dangerous consequences of drinking alcohol and driving.